

SHASTA COLLEGE

WORKPLACE SUCCESS SERIES

Skills development training that includes the Customer Service Academy Certificate. College credit courses, each earning 1/2 unit.

BUAD 81 – STRESS MANAGEMENT IN THE WORKPLACE*

- Understanding stress and what it costs in the workplace
- Identifying stressors, both internal and external
- Diagnosing your own stress condition
- Benefits of stress
- Understanding ways to manage stress, both personal and organizational
- Understanding Type A behavior and tips on how to deal with it
- What can you do to manage the stress in your life

BUAD 82 – MANAGING ORGANIZATIONAL CHANGE*

- Why do we resist change? Symptoms and how to deal with them
- Skills needed for managing change
- Stages of change and how to effectively deal with each one
- Managing organizational change
 - Preparing for and communicating about change
 - Increasing team involvement and developing an action plan
- Who Moved My Cheese?
- Paradigm shifts

BUAD 83 – CONFLICT RESOLUTION*

- What is conflict?
- Five conflict handling modes
- How to deal with difficult people
- Building better relationships
- How to bring out the best in others
- Tools to help us deal with conflict
- Appreciating differences
- Four step conflict resolution model

BUAD 84 - ATTITUDE IN THE WORKPLACE*

- What is attitude?
- Common attitude problems at work
- Three types of attitudes
- Tips and techniques on how to adjust your attitude
- How to maintain a positive attitude
- Primary causes of a bad attitude
- Turning around bad attitude-based behaviors

BUAD 85 – CUSTOMER SERVICE IN THE WORKPLACE*

- What is exceptional customer service?
- Internal and external customers
- Valuable communication and listening techniques
- Handling complaints from customers in a positive way
- Key elements of customer satisfaction and customer retention
- Developing a customer service action plan

BUAD 86 – DECISION MAKING AND PROBLEM SOLVING*

- Understanding the role of decision makers
- Decision making techniques
- Types of decisions to be made
- Steps in the decision making process
- Individual and group decision making
- Factors to keep in mind when making decisions
- Problem solving techniques
- Blocks to problem solving

BUAD 87 – TEAM BUILDING*

- What is a team
- Characteristics of an effective team
- Personality assessment
- Team player survey
- Common team problems
- Internal customers
- Roles of team members
- Teamwork building techniques

BUAD 88 – COMMUNICATING WITH PEOPLE*

- Communicating with customers
- Methods of communication verbal and non-verbal
- Barriers to effective communication
- Improving communication skills
- Listening skills
- Telephone communication

BUAD 89 – TIME MANAGEMENT*

- Benefits of good time management
- Self-diagnosis to determine where your time goes
- Identification of common time wasters and how to eliminate them
- Importance of setting priorities
- Familiarity with various time control systems
- Skills in handling crises and interruptions on the job
- Rules for effective delegation
- Skills for effective goal setting

BUAD 90 – FOUNDATIONAL ESSENTIALS: VALUES AND ETHICS*

- Understanding values and how they influence our actions
- Understanding how values operate in the workplace
- Determining his/her own values and understanding how those values will affect his/her carrying out the required duties
- Developing a personal philosophy of ethics and values
- Why do people do wrong?
- Helping people do the right thing
- How consistent are your values with those of your organization?

CIS 6 – COMPUTER BASICS

- Brief introductory course in computer basics

*Customer Service Business courses (BUAD)

Courses offered at the Shasta College Downtown Health Sciences and University Center, Redding, CA

For more information please contact:
Monte Murphy, CalWorks Coordinator
530.225.3949
email: mmurphy@shastacollege.edu